

Notice of References Cited

Application/Control No.

09/742,862

Applicant(s)/Patent Under
Reexamination
SPETNER ET AL.

Examiner

Ernesto Garcia

Art Unit

3679

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U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,557,029	04-2003	Szymansky, Roman	709/206
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Guevin, Laura, "Web-Enabled Call Centers Products", November 1999, www.tmcnet.com/articles/itmag/1199/1199roundup.htm
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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